TROUBLESHOOTING A WATER LEAK

1. First perform a general inspection of the dwelling and property. Some common areas to check are:

INSIDE	**OUTSIDE**
Toilets	Hose Bibs
Sinks	Irrigation Systems
Showers/Bathtubs	Water Meter
Dishwasher	Pressure Regulator
Washing Machines	Backflow Assembly
Plumbed Ice Machines	Waterfalls/Ponds

2. Verify and check that all water is turned **OFF** inside and outside of the home at any control source.
3. Check that water meter is **NOT** measuring water usage by monitoring dial needle and or register movement.

Note: Small system leaks may require longer meter monitoring time to identify since meters in Shelter Bay Community register in cubic feet of flow (1 cubic foot =7.5 gallons).

Note: Some meter assemblies have flow indicator built into the assembly (IE; tattle tail indicator). Flow indicators are usually a wheel, triangle, dial, or needle located on the meter dial face. These indicators will turn with any flow of water through the meter.

4. If either the meter or flow indicator **DO NOT** show movement you probably don't have a leak or meter is inoperative. To check the meter simply turn on any water source to create flow through meter and verify that meter moves.

Note: It is a common misconception that water meters fail and can provide a higher reading, ***FALSE***. When meters do fail they will read less than normal usage or no usage at all.

5. If all indications are normal to this point you may want to verify your consumption records for errors.
6. Now, if the meter indicates flow with everything off and no apparent leaks visible close the main water shut off within the dwelling. This is normally located within the garage, inline with the inlet side of the hot water heater/tank.
7. Recheck the water meter for flow. If **NO FLOW** is indicated there is a good chance that the source of the leak is within the dwelling or at least after the main shut off depending on how your house is plumbed. If the meter still indicates **FLOW** your leak is probably within the main service line to the house.
8. In either of the above cases further investigation may be warranted and or professional assistance required.
9. Last, the water purveyor's responsibility ends at the discharge side of the water meter or meter setter. Be proactive not reactive in regards to your water supply.

Here are some additional tips that can be used to aid in the prevention, identifying and locating a water leak for the homeowner.

1. Keep accurate water usage records. This information may help in the early detection by evidencing higher than normal consumption.
2. Inspect your water meter and if installed pressure regulator and backflow assemblies for leaks or damage.
3. Don't allow trees, shrubs or brush overgrow meter access. Additionally choose landscaping designs and materials wisely. Overtime rocks, roots, and other objects can damage water lines as the ground settles/moves and plants grow.
4. Regularly inspect toilets, faucets (inside and outside), hose bibs and irrigation systems for proper operation and leaks. Additionally ponds and irrigation systems should be winterized in the fall season to prevent freeze damage.
5. Close your main water supply line if extended periods away from home are anticipated.

NOTE: If turning off the main water supply for an extended period of time the homes water heater should be turned off as well to prevent damage to the heater.

NOTE: If water is not used turned or turned off for an extended period to the dwelling consideration should be given to flushing the potable water source (do a load of laundry, water the lawn or take a shower) prior to consumption due to a lowered disinfection concentration which occurs when water remains stagnant.

6. Become familiar with your water supply controls and valves. In the event of a leak or emergency this can save you a panic attack, money, property damage, and possibly costly unneeded repairs.